

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS  
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Public Health	(2) MEETING DATE 8/25/2015	(3) CONTACT/PHONE Nancy Rosen / 781-5518	
(4) SUBJECT Submittal of a resolution amending the Position Allocation List for Fund Center 160 - Public Health by deleting a vacant 1.0 FTE Laboratory Assistant I/II and a .50 FTE Administrative Assistant I/II/III and adding a 1.0 FTE Administrative Assistant I/II/III and a .75 FTE Administrative Assistant I/II/III to more effectively provide laboratory and Public Health reception services. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the Board adopt the resolution amending the Position Allocation List for Fund Center 160 – Public Health deleting a vacant 1.0 FTE Laboratory Assistant I/II and a .50 FTE Administrative Assistant I/II/III and adding a 1.0 FTE Administrative Assistant I/II/III and a .75 FTE Administrative Assistant I/II/III to more effectively provide laboratory and Public Health reception services.			
(6) FUNDING SOURCE(S) State	(7) CURRENT YEAR FINANCIAL IMPACT \$14,243.00	(8) ANNUAL FINANCIAL IMPACT \$14,243.00	(9) BUDGETED? No
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ____ ) <input type="checkbox"/> Board Business (Time Est. ____ )			
(11) EXECUTED DOCUMENTS <input checked="" type="checkbox"/> Resolutions <input type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) N/A		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input type="checkbox"/> 4/5 Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input checked="" type="checkbox"/> N/A    Date: _____	
(17) ADMINISTRATIVE OFFICE REVIEW Leslie Brown			
(18) SUPERVISOR DISTRICT(S) All Districts			

# County of San Luis Obispo



TO: Board of Supervisors

FROM: Jeff Hamm, Health Agency Director  
Penny Borenstein, MD, Health Officer, Public Health Administrator

DATE: 8/25/2015

SUBJECT: Submittal of a resolution amending the Position Allocation List for Fund Center 160 - Public Health by deleting a vacant 1.0 FTE Laboratory Assistant I/II and a .50 FTE Administrative Assistant I/II/III and adding a 1.0 FTE Administrative Assistant I/II/III and a .75 FTE Administrative Assistant I/II/III to more effectively provide laboratory and Public Health reception services. All Districts.

## **RECOMMENDATION**

It is recommended that the Board adopt the resolution amending the Position Allocation List for Fund Center 160 – Public Health deleting a vacant 1.0 FTE Laboratory Assistant I/II and a .50 FTE Administrative Assistant I/II/III and adding a 1.0 FTE Administrative Assistant I/II/III and a .75 FTE Administrative Assistant I/II/III to more effectively provide laboratory and Public Health reception services.

## **DISCUSSION**

The Public Health Department is seeking approval for changes in its Position Allocation List (PAL) in order to improve performance, efficiency and customer service. The requested change will allow full staffing of the public health department reception area, transfer of public health laboratory service duties to the reception area, and the closure of the public health laboratory service window. This change will allow one-stop customer service for all staff, couriers, and county residents seeking public health department services at the San Luis Obispo City Public Health Clinic.

The position of Laboratory Assistant has been vacant since last fiscal year, which has given rise to a fresh look at the business model in the main Public Health facility. At present the lab reception window abuts the clinic reception area. There are two Senior Account Clerks (SACs) who currently provide all manner of clerical support in addition to the billing function for the laboratory. Having to cover the lab window, the SACs are frequently interrupted and diverted by specimen drop off and general questions, thereby making their primary billing work erratic and more error-prone. So too, the primary Administrative Assistant (AA), who staffs the clinic reception area, is at times overwhelmed with foot traffic, phone calls and lab couriers looking for assistance if lab personnel are not readily available. By consolidating the front office duties for these two units – lab and clinic – and adding AA support, there will be additional dedicated personnel to handle the myriad clerical duties (e.g., phone calls, answering general questions from walk-in residents, checking in of patients, patient scheduling, exit instructions, fee collection, specimen collection, communication with couriers, mail sorting and distribution, etc.) The increase in Public Health Department reception staffing will also decrease the need for nurses and managers to be interrupted from their usual duties to cover the reception area when activity goes beyond that which can be managed by existing clerical staff.

The elimination of the Laboratory Assistant position has been deemed possible by the hire of a new Laboratory Assistant who is exceptionally fast-paced and efficient in her duties, and by virtue of having some of the Public Health Microbiologists (PHMs) picking up some lab assistant duties during the period of vacancy. The capacity of the PHMs to fill the gap to a certain extent is a result of modestly decreased testing volume and procurement of more automated

testing equipment over the past year.

The proposed staffing is not ideal, and it is possible that further staff changes and more pressing needs will emerge as the health care and laboratory delivery systems continue to evolve. But it is believed by all to be the best solution in the near term. The changes proposed were discussed over a period of several months by lab and clinic managers and vetted with all affected support staff. In addition the reorganization has been pilot tested over the past month by working a part-time (0.5) AA above allocation at full-time (1.0) to mimic the longer term plan.

#### **OTHER AGENCY INVOLVEMENT/IMPACT**

The Human Resources Department and the Administrative Office have reviewed these changes and agree with the recommendation.

#### **FINANCIAL CONSIDERATIONS**

The table below reflects the position allocation changes and salary and benefit implications for the proposed reorganization. The State Immunization renewal agreement provides an additional \$14,633 that was not included in the FY 15-16 budget. These additional funds will offset the proposed reorganization in the current year and is anticipated to cover future years. There are no General Fund implications associated with the proposed reorganization.

Position summary detail:

Current Position	Current FTE	Current Salary Cost	Proposed Position	Proposed FTE	Proposed Salary Cost
Laboratory Assistant II	1.0 FTE	\$64,406	Administrative Assistant III	1.0 FTE	\$68,775
Administrative Assistant III	0.50 FTE	\$33,710	Administrative Assistant I/II/III	.75 FTE	\$43,584
Total	1.50 FTE	\$98,116		1.75 FTE	\$112,359
<b>Net Effect</b>				<b>.25 FTE</b>	<b>\$14,243</b>

#### **RESULTS**

The proposed reorganization will contribute to a more efficient and effective Public Health Department. Specific results will be reduction of overtime costs totaling \$4,000 annually associated with laboratory billing activities. These results support the County's vision of a Safe and Healthy Community.

#### **ATTACHMENTS**

1. PAL Amendment Resolution
2. Public Health Laboratory - Current and Proposed Organizational Chart
3. Public Health Communicable Disease/Immunization - Current and Proposed Organizational Chart